

Wi-Fi Complaint

One of our team visited a ship and discovered that all the crew were unpackaging new SIM cards. They explained that the Captain has purchased them because the company did not provide Wi-Fi onboard. The Centre raised this with the ITF, who wrote to the company:

“Good day, It has been brought to our attention by the Auckland Seafarers Centre that crew on your above captioned vessel are being denied internet access at sea. This is their right under the MLC 2006.....Internet access is vital for seafarers who are far away from home to be able to connect to loved ones, therefore increasing their mental wellbeing, and enabling them to focus more on safely carrying out their duties. Please now do the right thing and provide internet connectivity at sea for your hard working and loyal crew.”

A very grateful Captain asked that PSC not come onboard and trigger a complaint. He wrote:

“Good day Sir,

PSC did not come onboard, Hopefully will not come onboard. Thank you very much again Sir for your effort to remind our company that this vessel must have internet Wi-Fi while at sea. All crew extend our heartfelt thanks to you Sir.

Company ask if some one crew call Seafarers in Auckland or ITF. Its just happened that Seafarers Auckland visited onboard, ask WIFI and crew open only that no Wi-Fi internet onboard while we are at sea.

Crew don't want to get any trouble to our company, It may affect our employment to sustain the needs of our family. Thank you very much for your kind support and understanding Sir.”

Working with the Shipping Company and Agent

The local Wilhelmsen agent passed on a request from the Global HQ to supply a SIM card to the Captain for using an APP the company required access to during his port call.

We received this thank you from the Europe office: *“Thanks to all for assisting us around the globe. So very hard when time and distance is never your friend. Our crews do benefit from the material and the part you play assisting this is so very much appreciated.”*

Mass onboard Lignum Mesh

Mission to Seafarers Chaplain Annie Mellor accompanied Father Glenford Lowe onboard the vessel for a Communion Mass. The crew were eager and well prepared for their visit, with the majority of the crew involved in the service.